

## **Helping People With Medicare Obtain Needed Prescriptions**

The Kansas City Regional Office of the Centers for Medicare & Medicaid Services (CMS) has a dedicated team of caseworkers ready to assist people with Medicare in our region who have enrolled in a Medicare prescription drug plan and are unable to obtain needed prescriptions. Regional Office prescription drug program caseworkers are available to assist individuals Monday – Friday, this weekend and the upcoming Martin Luther King, Jr. holiday, (January 16, 2006) from 8:00 a.m. – 4:30 p.m. ***The casework staff can be reached by calling: 816-426-5783 during the hours noted above.*** Voicemail messages can be left at this number during the evening and will be retrieved the next day. ***The regional office also has a toll-free complaint hotline: 1-866-371-0673 where individuals can leave messages.***

In addition, ***individuals can send Medicare beneficiary specific information to our dedicated casework fax line: 816-426-7604.*** We recommend that individuals not send this information via email to ensure individuals' confidentiality is protected.

We suggest that individuals, who have been unable to obtain needed medications, first contact the plan in which they are enrolled. If the plan is unable to resolve the matter, regional office casework staff can help resolve the matter. It is helpful if individuals can provide caseworkers with the following information:

- Beneficiary's Name, Address, and Telephone Number;
- Beneficiary's Medicare Health Insurance Claim Number;
- Name of the plan in which the beneficiary is enrolled;
- The State where beneficiary enrolled in the plan; and
- Nature of the Complaint, such as: date of incident, name of pharmacy, etc.

If someone is calling on behalf of a person with Medicare, it is also helpful to have the name and phone number of that person. Please note that caseworkers will attempt to resolve all matters they receive, but must give first priority to individuals who have urgent medical needs.

The regional office also has an email box [PartDIssues@cms.hhs.gov](mailto:PartDIssues@cms.hhs.gov) where states, advocates, and individuals may send information about specific problems they are encountering with particular plans or pharmacies, ask policy questions, or report concerns. This email box is checked frequently throughout the week and on weekends and is used to report regional trends and information to our headquarters.